

How WNS Malkom is Re-defining Less-than-Truckload (LTL) Billing Using AWS

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The [Bill of Lading](#) (BoL) is one of the most important documents in Less-than-Truckload (LTL) shipping. However, the processes around it are still [highly manual and unstandardized](#). This leads to a variety of shipment-related problems, such as spikes in workload from multiple formats and submissions, errors in registering and/or extracting cargo details, and compliance issues, to name a few.

[WNS Malkom](#), a proprietary digital billing platform, addresses these challenges using the AWS (Amazon Web Services) platform. Integrated with Artificial Intelligence (AI) and Robotic Process Automation (RPA), WNS Malkom brings accuracy, agility and accessibility to information flow in the freight management system.

From ingestion of BoL to its validation and submission, this platform handles 70-90 percent of the BoL process without human intervention. It is programmed to deliver an end-to-end digitization desk over AWS to customers and its serverless architecture currently processes up to 12,000 documents within an hour.

This article gives a detailed look at WNS Malkom's capabilities and how it can be leveraged via AWS to solve specific freight-processing challenges faced in LTL shipping.

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